

Reference: 02229919

Information Requests
information.requests@ofcom.org.uk

22 July 2026

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning reaction-based abuse and super complaints.

We received this request on 8 July 2026, and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

"Please also confirm whether Ofcom's online safety monitoring currently captures reaction-based abuse, including mass "laughing" or mocking reactions to terrorism, murder or antisemitic violence, where the harmful conduct is expressed through platform features rather than only through written text.

Finally, please confirm whether Ofcom would consider evidence of repeated Meta/Facebook failures in this area to be suitable for escalation through the online safety super-complaints route by an eligible organisation."

Our response

In relation to the information requested in the first question, Ofcom operates a [complaints portal](#) through which individuals can submit complaints about online safety. When submitting a complaint about content on a website, app or video-sharing platform, complainants self-select the category that best reflects their concern. Specifically, the categories are "harmful content on a website or app", "something online showing the sexual exploitation or abuse of children", "safety measures of an online service, including reporting and complaints", "an online advert".

Within "harmful content on a website or app", there are further relevant categories including "terrorist content", "violence abuse or hatred against particular groups or individuals", "personal threats/harm" and "other harmful content". Therefore, whilst complaints about reactions do not form a specific category that Ofcom monitors, such complaints can still be reported through this form.

Additionally, please be aware that whilst users can submit complaints to us about online services, we do not have legal powers under the Online Safety Act to respond to or investigate individual complaints. Rather, we use the insights to help us assess, more generally, how regulated services themselves keep users safe.

We would also direct you to our [update on our compliance priorities](#) for 2026-27 which includes action on illegal hate and terrorism content online. This update notes in particular Ofcom's priority of ensuring that the content moderation systems on online services are effective, given reports of a recent surge in antisemitic content.

In response to your second question, as this is a request for a view, as opposed to recorded information, this does not amount to a valid request for information under the FOI Act, which only provides a right of access to recorded information held by public authorities (s1(1)).

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).